

SECTION 4

PATRON SERVICES

YOUR RIGHT TO PRIVACY

The Arcadia Public Library recognizes the need to protect your right to privacy about the questions you ask and the materials you read and borrow. The American Library Association Policy Concerning Confidentiality of Personally Identifiable Information About Library Users was adopted by the Library Board and is available in Section 7.

In order to guarantee privacy for each individual, California Law mandates confidentiality of your registration and borrowing records, and Arcadia Public Library policies and procedures carry out that intent.

CALIFORNIA LAW

The USA PATRIOT ACT overrides state library confidentiality laws protecting library records.

Library patron registration and borrowing records are confidential under the Public Records Act, California Government Code Section 6267.

Senate Bill No. 445, CHAPTER 80: An act to amend Section 6267 of the Government Code, relating to public records.

SECTION 1. Section 6267 of the Government Code is amended to read:

6267. All patron use records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed by a public agency, or private actor that maintains or stores patron use records on behalf of a public agency, to any person, local agency, or state agency except as follows:

(a) By a person acting within the scope of his or her duties within the administration of the library.

(b) By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records.

(c) By order of the appropriate superior court.

As used in this section, the term "patron use records" includes the following:

(1) Any written or electronic record, that is used to identify the patron, including, but not limited to, a patron's name, address, telephone number, or e-mail address, that a library patron provides in order to become eligible to borrow or use books and other materials.

(2) Any written record or electronic transaction that identifies a patron's borrowing information or use of library information resources, including, but not limited to, database search records, borrowing records, class records, 96 and any other personally identifiable uses of library resources information requests, or inquiries.

This section shall not apply to statistical reports of patron use nor to records of fines collected by the library.

Effective January 1, 2012. Approved by California Governor July 11, 2011

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Library staff cannot give any information about a patron's registration and circulation record to anyone other than the patron, regardless of age or relationship to the patron. For example, a parent cannot be told what material a child has checked out on the child's card without the child's consent.

The Library recognizes that in many families library cards are shared among family members. However, for purposes of compliance with the Library policy and state law, only the person to whom the card belongs may have access to information about materials checked out on that card.

USA PATRIOT ACT

The Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001 ("USA Patriot Act") became law on October 26, 2001. The legislation originated with Attorney General John Ashcroft, who asked Congress for additional powers that he claimed were needed to fight terrorism in the wake of the events of September 11, 2001.

The Patriot Act amended over 15 federal statutes, including the laws governing criminal procedure, computer fraud and abuse, foreign intelligence, wiretapping, immigration, and the laws governing the privacy of student records. These amendments expanded to authority of the Federal Bureau of Investigation and law enforcement to gain access to business records, medical records, educational records and library records, including stored electronic data and communications. It also expanded the laws governing wiretaps and "trap and trace" phone devices to Internet and electronic communications.

POSTED LIBRARY STATEMENT CONCERNING THE USA PATRIOT ACT

Although the Arcadia Public Library makes every reasonable effort to protect your privacy, under the federal USA Patriot Act (Public Law 107-56), records of the books and other materials you currently have on loan from this library, your inter-library loan requests placed during the past year or the Internet sites and emails that you access through our computers may be obtained by federal agents. That federal law prohibits library workers from informing you if federal agents have asked about or obtained our records.

Questions about the law and its enforcements should be directed to the U.S. Attorney General, Department of Justice, Washington, D.C. 20530.

At their July 17, 2003 meeting the Library Board of Trustees approved posting the above notice about the USA Patriot Act.

The Arcadia Public Library Board of Trustees takes a position endorsing the modification of the USA Patriot Act to the extent that it affects public library operations and requires library employees to perform in a manner inconsistent with normal library operations and imposes limitations on the intellectual freedom of patrons.

PROCEDURE FOR HANDLING COMPLAINTS AND STATEMENTS OF CONCERN

To encourage and be responsive to suggestions from Library patrons, various forms are used for patrons to file complaints and comments for improvement.

- The Suggestion Box, located on the Circulation Desk and electronically on the Library website, is available for signed and anonymous statements concerning staff behavior and bringing to attention problem areas. Comment Cards are used for this purpose.
- Patrons who want to question or express their concerns regarding Library procedure or policy or register a complaint about staff behavior will be asked to fill out the Statement of Concern form.
- Patrons who want to file a complaint regarding Library materials will be asked to fill out the Request for Evaluation of Library Materials form.

Upon receipt of the Request for Evaluation of Library Materials the Library Director will notify the patron by mail that his/her request is being taken under consideration. If the patron so chooses, he can appeal the response to the Library Board. The Library Board will be informed of all requests.

The Board will evaluate in open meetings the work according to criteria in the Library's Materials Selection Policy.

After the evaluation, the Library Board will notify the patron by mail of its decision. Accompanying the decision will be copies of relevant reviews, the Book Selection Policy, the Library Bill of Rights, and/or the Freedom to Read and Freedom to View statements.

All decisions by the Board are final.

STANDARDS OF BEHAVIOR

The Arcadia Public Library welcomes everyone to use Library facilities and resources for learning, reading, studying, writing, and obtaining information.

The Library Board of Trustees has established *Standards of Behavior* so that library patrons and staff have a clean, pleasant and safe environment. We need your cooperation to reach this goal.

The following behaviors are prohibited in and on all Library property:

- Threatening or harassing other patrons, volunteers, or staff, either verbally or physically.
- Excessively loud conversations.
- Disruptive use of cell phones. Phones should be turned off or placed on vibrate/silent.
- Overcrowding in seating areas. No more than four people per table, one person per chair, and six people per study room.
- Destroying, defacing or illegally removing Library materials or property. (California Education Code Section 19910)
- Unauthorized photography, filming, selling, panhandling, or soliciting.
- Bringing pets, except service animals, into the Library or leaving them unattended on Library grounds.
- Eating or drinking at computer workstations and other areas posted as “No Food or Drink”.
- Behaving in any manner prohibited by federal, state or local law.
- Misuse of library restrooms, including but not limited to, bathing and laundering.
- Running, using rollerblades, skates, scooters, or skateboards.
- Sitting on tables, counters, or putting feet on the furniture.
- Tampering with Library property.
- Walking while barefoot – shoes or sandals are required.
- Bicycles parked outside of designated bicycle rack areas.

Staff may ask any patron to stop any behavior which may damage library property, inside or out, or pose a threat to other patrons or employees.

PERSONAL POSSESSIONS

Be watchful of personal possessions. The Library is not responsible for lost, damaged or stolen personal property. Unattended belongings may be removed by Library staff.

UNATTENDED CHILDREN

Staff members are available to assist children with Library materials or services. However, the Library is a public building with staff trained to provide public library services. The Library is not equipped, and it is not the Library's role, to provide long- or short-term child care.

Parents and caregivers are responsible for monitoring and regulating the behavior of their children. Children under the age of 11 may not be left unattended in or on the grounds of the Library. For the safety and comfort of children, a responsible adult or caregiver over the age of 14 must remain with

their child while they use the Library. Children seven and older may attend Library programs without a parent or caregiver; however, the parent or caregiver must remain inside the Library during the program. Unattended children will be asked to call their parents for pick-up. If staff is unable to reach the parents, the Arcadia Police Department will be contacted.

Adapted from the Seattle Public Library Unattended Children Policy
http://www.spl.org/default.asp?pageID=audience_children_parents_unattendedchildren and the Hailey Public Library Unattended Child Policy <http://www.haileypubliclibrary.org/node/72>
Adopted by the Arcadia Public Library Board of Trustees September 17, 2010.
Adopted as amended by the Arcadia Public Library Board of Trustees September 20, 2012
Adopted as amended by the Arcadia Public Library Board of Trustees October 17, 2013
Adopted as amended by the Arcadia Public Library Board of Trustees September 18, 2014

ENFORCEMENT

Enforcement options may include:

- Communication of standard to involved patron(s).
- Formal warning. Patron may correct or leave.
- Short-term suspension: 15 minutes to 24 hours.
- Long-term suspension.

The Arcadia Police Department will be contacted to handle aggravated incidents with non-compliant patrons or for illegal activity.

FOOD AND DRINK POLICY

The Arcadia Public Library is committed to providing a comfortable learning environment. This Food and Drink Policy provides guidelines for Library users to enjoy an occasional snack in designated areas, while protecting our shared resources and maintaining a clean and welcoming space for all Library users. We ask that you act responsibly when consuming food and drink in the Library, be considerate of others near you, and adhere to the following guidelines:

- Non-alcoholic beverages in covered containers are permitted.
- Chips, cookies, candy and other such non-messy, non-odorous foods are permitted. Odorous or messy items such as hamburgers, French fries, pizza, hot dogs, etc. are not permitted.
- All areas should be left as clean as they were before use. Trash, recyclables, and uneaten food should be placed in appropriate containers. All spills, crumbs, smears, etc. must be cleaned up by the consumer. Paper towels can be obtained at any public service desk. Please report accidental spills to the staff as soon as possible.
- **Food or beverages of any kind are not permitted under any conditions in the following areas: computer or media workstations; Bookstore; copy room; other areas posted as “NO FOOD OR DRINK.”**

The Library reserves the right to ask any user to remove his/her food and/or beverage from the library if in the judgment of the staff it constitutes a violation of this policy.

We ask that you act responsibly when consuming food and drink in the Library, be considerate of others near you, and dispose of your trash.

Adopted as amended by the Arcadia Public Library Board of Trustees October 17, 2013

Arcadia Municipal Code**Article IV. Chapter 2. Part 8. Section 4280.****Library rules.**

Every person who willfully disrupts the orderly operation of the Library of the City of Arcadia or any rule adopted by resolution of the City Council to protect the orderly operation of the Library and posted in a conspicuous place at the entrance to the library building is guilty of a misdemeanor.

The Librarian or a person designated in writing by the Librarian to maintain order and to secure compliance with the library rules may notify a person that consent to remain in the library building and on the library grounds has been withdrawn and then may order such person to leave the library building and grounds whenever there is reasonable cause to believe that such person has willfully violated such library rules. Consent shall automatically be reinstated at the end of twenty-four (24) hours unless within that time such person is notified by the Librarian or said designated person that consent shall not be reinstated for a specified period, not exceeding fourteen (14) days.

Any person who willfully violates any rules adopted and posted in accordance with this Section or who willfully enters or remains in the Library or on the library grounds during the period for which consent has been withdrawn is guilty of a misdemeanor.